

Creating a Credit Note

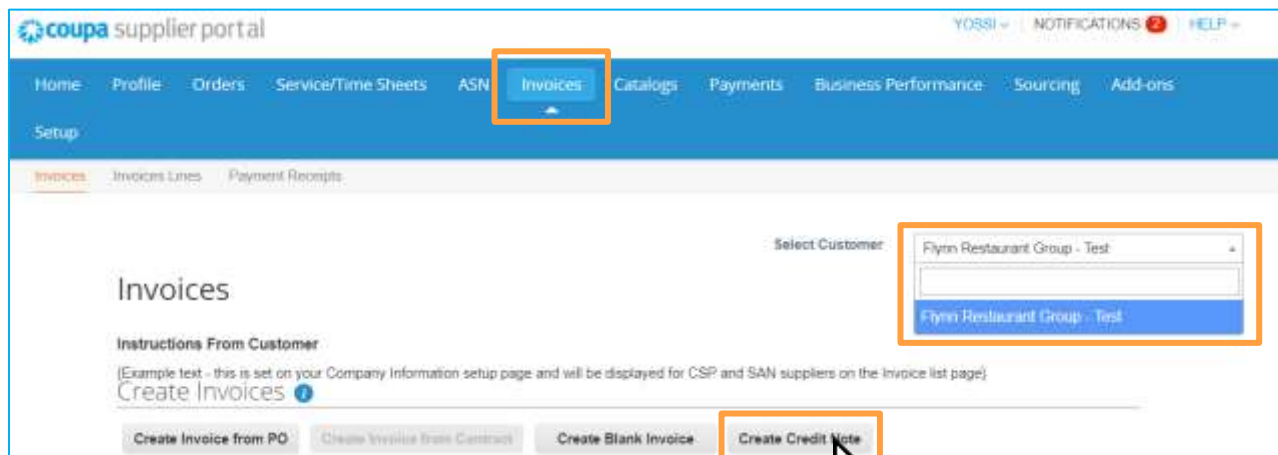
About this Guide

This guide is intended to show suppliers how to create a Credit Note on the Coupa Supplier Portal. Credit Notes enable you to submit a credit to Flynn in the case of a refund, rebate, or for any other reason. Please see the steps below on how to create a Credit Note.

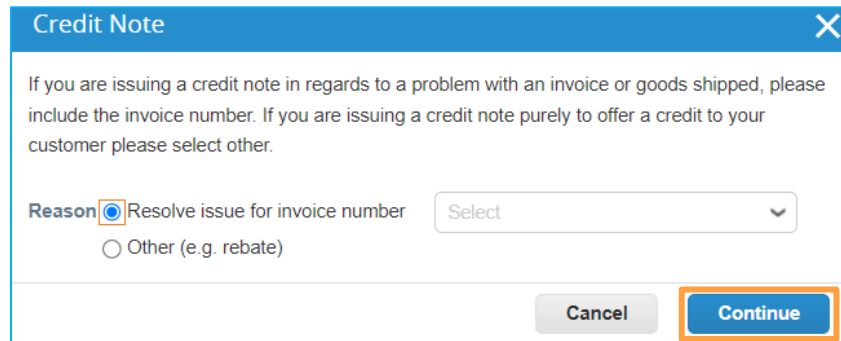
There are three options for creating a credit note:

1. Resolve issue for a specific invoice number - Completely cancel the invoice with a credit note
2. Resolve issue for a specific invoice number - Adjust invoice with a credit note
3. Other, which can include rebates, promotions, or other non-invoice specific credits

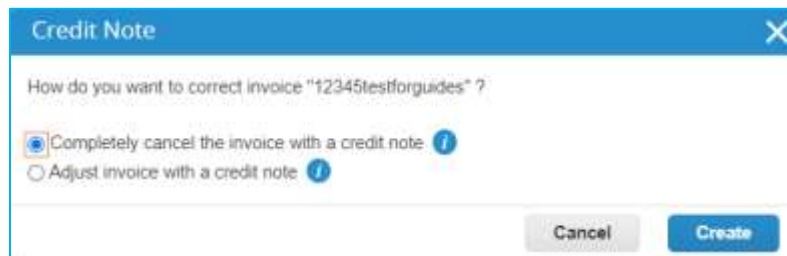
1. Log in to the Coupa Supplier Portal (CSP). On the main menu, click on the **Invoices** tab. If you are connected to more than one Coupa customer, select Flynn Restaurant Group from the **Select Customer** dropdown menu and then select **Create Credit Note** from the invoice options. **Note:** that you can also create a credit note by going to the **Orders** tab and clicking on the red coin icon.



- After selecting Create Credit Note you will see a pop-up that will ask you the reason for the credit note. The two options are to **Resolve issue for a specific invoice number** or **Other** which can include rebates, promotions (etc.).



Resolve Issue for a specific Invoice: If you select this option, you will receive another pop-up that will ask you whether you want to **Completely cancel the invoice with a credit note** or **Adjust invoice with a credit note**. If you completely cancel the invoice, the credit amount will be the same as the invoice amount. If you select “adjust invoice with a credit note”, you can enter the dollar amount that will be credited.



Other (e.g. rebate): If you select **Other** inside the credit note, this will not be credited towards a specific invoice. You can use this for rebates, promotions, or for a non- invoice specific credit.

- Once you have selected your method of crediting you will be directed to the credit note page where you will need to add information under the General Info section. Fill out the required fields, which are marked by a red asterisk (*) under the **General Info** (Credit Note #, Credit Note Date, and Currency). Note that if you selected **Other** from above you will also need to fill out the **Original Invoice Number** field.

General Info

* Credit Note #

* Credit Note Date

Payment Term: Net 14

* Currency: USD

Delivery Number:

Status: Draft

Original Invoice #: 1234567890

Original Invoice Date: 07/25/23

Supplier Note:

Attachments: Add File | URL | Text

From

* Supplier: 216 MAINTENANCE, LLC

Supplier Tax ID:

* Invoice From Address: 216 MAINTENANCE, LLC
2237 WALTER RD
WESTLAKE, OH 44145
United States

* Remit-To Address: 216 MAINTENANCE, LLC
2237 WALTER RD
WESTLAKE, OH 44145
United States

* Ship From Address: 216 MAINTENANCE, LLC
2237 WALTER RD
WESTLAKE, OH 44145
United States

To

Customer: Flynn Restaurant Group - Test

* Bill To Address: Applebee's
6200 oak tree blvd, Suite 250
Independence, OH 44131
United States

Buyer Tax ID:

* Ship To Address: 6200 Oak Tree Blvd, Ste 250
Independence, OH 44131
United States
Location Code: SupportCenterCLE

- If you selected to completely cancel the invoice with a credit note you will see the total amount you will credit Flynn under the **Lines** section.

Lines

Line Level Taxation

Adjustment Type: Quantity

Type	Description	Qty	UOM	Price	
	Kitchen Maintenance	-1	Each	2,500.00	-2,500.00

PO Line: TEST928-1

Service/Time Sheet Line: None

Contract: Contract Backed Inv - Items

Supplier Part Number: KM

Billing: Opex-2000-L-2000050-630010

- If you selected any other form of crediting you have the option to change the price and the quantity of the credit note. For example, if Flynn purchased two items for \$2500 each but only one item was in stock, you should enter \$2500 as the credit amount.

The screenshot shows the 'Lines' interface with the following details:

- Adjustment Type:** Price (highlighted with an orange box)
- Type:** Kitchen Maintenance
- Qty:** 1.000
- UDM:** Each
- Price:** -2,500.00 (highlighted with an orange box)
- Total:** -2,500.00
- PO Line:** TEST026-1
- Service/Time Sheet Line:** None
- Contract:** Contract Backed Inv - Items
- Supplier Part Number:** K0Y
- Billing:** Opex-2000-L-2000050-830010

- Once you have made the price or quantity adjustments, click on **Submit** to adjust the invoice total.

The screenshot shows the summary section with the following details:

- Total Tax:** 0.00
- Net Total:** -2,500.00
- Total:** -2,500.00
- Buttons:** Delete, Cancel, Save as Draft, Calculate, **Submit** (highlighted with an orange box)